

IN THE U.S. PATENT AND TRADEMARK OFFICE
Patent Application Transmittal Letter

Mail Stop Patent Application
Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

Sir:

Transmitted herewith for filing under 37 CFR 1.53(b) is a(n): ☒ Utility ☐ Design

☐ original patent application,

☐ continuation-in-part application

INVENTOR(S): Yassine Faihe and Philip A. Flocken.

TITLE: Remote Software Support Agent System

Enclosed are:

- ☒ The Declaration and Power of Attorney. ☒ signed ☐ unsigned or partially signed
☒ 2 sheets of drawings (one set) ☐ Associate Power of Attorney
☐ Form PTO-1449 ☐ Information Disclosure Statement and Form PTO-1449
☐ Priority document(s) ☒ (Other) Assignment (fee \$)

| CLAIMS AS FILED BY OTHER THAN A SMALL ENTITY | | | | |
|--|---------------------|---------------------|-------------|---------------|
| (1) FOR | (2) NUMBER FILED | (3) NUMBER EXTRA | (4) RATE | (5) TOTALS |
| TOTAL CLAIMS | 20 — 20 | 0 | X \$18 | \$ 0 |
| INDEPENDENT CLAIMS | 3 — 3 | 0 | X \$86 | \$ 0 |
| ANY MULTIPLE DEPENDENT CLAIMS | 0 | | \$290 | \$ 0 |
| BASIC FEE: Design (\$340.00); Utility (\$770.00) | | | | \$ 770 |
| TOTAL FILING FEE | | | | \$ 770 |
| OTHER FEES | | | | \$ |
| TOTAL CHARGES TO DEPOSIT ACCOUNT | | | | \$ 770 |

Charge \$ 770 to Deposit Account 08-2025. At any time during the pendency of this application, please charge any fees required or credit any over payment to Deposit Account 08-2025 pursuant to 37 CFR 1.25. Additionally please charge any fees to Deposit Account 08-2025 under 37 CFR 1.16 through 1.21 inclusive, and any other sections in Title 37 of the Code of Federal Regulations that may regulate fees. A duplicate copy of this sheet is enclosed.

"Express Mail" label no. _____

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I hereby certify that this is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to: Commissioner for Patents, Alexandria, VA 22313-1450.

By _____

Typed Name:

Respectfully submitted,

Yassine Faihe and Philip A. Flocken.

By Randy A. Noranbrock
Randy A. Noranbrock

Attorney/Agent for Applicant(s)
Reg. No. 42,940

Date: 03/29/04

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